



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

May 19, 2008

Amanda Rasmussen, Sr. Sales Training Consultant
MetLife Investors Group, Inc.
5 Park Plaza, Ste. 1900
Irvine CA 92614

Dear Ms. Rasmussen:

RE: FINAL MONITORING VISIT REPORT for MetLife Investors Group, Inc. – ET06-0270

Date of the Visit:	3/3/08
Beginning/Ending Time:	10:00 a.m. – 11:00 a.m.
Date of Last Visit:	5/9/07
Visit Location:	Remote conference call
Persons in attendance:	Amanda Rasmussen, Sr. Sales Training Consultant, MetLife; Chris Mangels, Training Funding Partners (via conference call); Katie Cross, Training Funding Partners; Joe Davey, Contract Analyst, ETP
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	3/27/06 – 3/26/08	Agreement Amount:	\$212,355
Training Start Date:	4/4/06	No. to Retain:	135
Date Training must be Completed:	12/27/07	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	121

No action items to report during this visit.

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ETP (04/15/05)

FINAL REPORT SUMMARY:

• **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 4/18/06 and training began on 4/4/06. Your staff reported that all training was completed on 12/27/07, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 3/26/08. There were no Modifications to the Agreement.

• **INTERVIEW WITH AMANDA RASMUSSEN, SR. SALES TRAINING CONSULTANT**

You reported that the major barrier MetLife experienced in implementing the ETP project was the transfer of trainees to other states after receiving promotions or other job offers. Approximately 25 trainees reached at least 24 hours of training and then transferred or were promoted out of California. In addition, Frances Stickel, the original project administrator left MetLife in September 2007 and the administration was in disarray for several months until you took it over again. Another administrator who took over briefly after Ms. Stickel left did not keep up with the required record keeping requirements, which meant that much of the training conducted in late 2007 was not documented or tracked. Furthermore, the Agreement signatory, Jim Fitzpatrick, and the Director of Field Development, Dan Schimmelpfenig, also left the company within the last year.

You reported that you did not have any difficulties with ETP record keeping requirements. Training Funding Partners assisted MetLife in administering the Agreement and you reported that they provided good assistance in record keeping requirements and class/lab tracking.

You reported that the benefits of the training were that trainees exceeded sales expectations during difficult economic times. You also reported that feedback from customers indicated that the knowledge and customer service improved as a direct result of training. The training department also expanded in large because of the ETP funded training project. You reported that even though MetLife was unable to conduct as much training as it could have, the training that was completed had a beneficial effect.

Mr. Mangels provided Mr. Davey with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 77 (57% percent of planned retentions) trainees for a total reimbursement of \$95,852.50, (45 percent of the encumbered amount). Mr. Mangels reported that there are still some class/lab tracking data still to be entered online, and stated that he expects the closeout invoice to be submitted by 4/30/08.

ETP records as of the date of the final visit show that MetLife has tracked a 6,383.5 training hours for 65 trainees who have completed at least the minimum 24 hours. This equates to a potential reimbursement of \$82,985.50, provided that all terms and conditions of the Agreement are met. ETP records show that Metlife has received \$73,496 in progress payments, of which \$46,755 has been approved as earned and \$26,741 as unearned. Mr. Davey reminded Ms. Rasmussen that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	141	Completed Retention:	75
Dropped Following Enrollment:	53	In Retention Period:	2
Completed Minimum Hours for reimbursement:	77		
Completed Training:	77		

ATTENDANCE ROSTERS:

Mr. Davey reviewed all the class/lab attendance rosters for one Job 1 trainee and a sample of rosters for two additional Job 1 trainees. All three trainees completed at least the minimum 24 hours of training and two trainees completed the maximum 200 hours of training; all are projected to complete the 90-day retention period. The review sample consisted of records for training completed during the period of June and July 2006 and a sample of records during April, May, August, October and November 2006.

He compared the information from the online class/lab tracking records with the class/lab rosters to ensure that all ETP required information was present and compared the number of training hours reported in the class/lab rosters with MetLife's tracking documents. His review verified that the information on the class/lab rosters agrees with the number of hours reported in online class/lab tracking system. His review also validated that the information on the class/lab rosters contains all the information required as specified in Title 22, California Code of Regulations, Section 4442, Record Keeping.

AUDIT:

MetLife will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

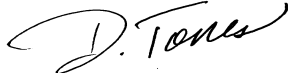
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Joe Davey at (619) 686-1919 or at JDavey@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Field Office



Joe Davey, Contract Analyst
San Diego Field Office

cc: Chris Mangels, Training Funding Partners

Brian McMahon, Executive Director
David Guzman, Chief, Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor May 19, 2008